

Office of Telecommunications Management
Standard Voice Messaging Order Form (OTM-7)

SUBSCRIBER INFORMATION

Subscriber's	Phone Number	()	
Mailbox Number	()		Agency
	<i>assigned by OTM</i>		
User Name			Billing Account Unit
	<i>print- last</i>	<i>first</i>	
Site Contact			Contact's Phone # ()
	<i>print- last</i>	<i>first</i>	

MAILBOX TYPE & FEATURES

Please indicate mailbox type and/or extra features. For detailed descriptions see the Catalog of Services - Voice Messaging Services.

"X"	BASIC MAILBOX TYPE	"X"	EXTRA COST OPTIONAL FEATURES
<input type="checkbox"/>	Small Telephone Answering Mailbox- VMS03	<input type="checkbox"/>	Outcall Notification <i>(requires pager service)</i>
<input type="checkbox"/>	Medium Telephone Answering Mailbox- VMS05	<input type="checkbox"/>	Medium Personal Fax - VMSFM
			<i>OTM Assigned DID #:</i> _____
<input type="checkbox"/>	Large Telephone Answering Mailbox- VMS07	<input type="checkbox"/>	Large Personal Fax - VMSFL
			<i>OTM Assigned DID #:</i> _____
<input type="checkbox"/>	Interfaced Mailbox- VMS09	<input type="checkbox"/>	Subscriber Locator - VMSSL
<input type="checkbox"/>	Voice Mail Only Mailbox- VMS01		
<input type="checkbox"/>	Transfer Mailbox- VMSTR		
	<i>transfer to mailbox number:</i> _____		
<input type="checkbox"/>	Single Line Directory- SLDIR		

OTHER MAILBOX TYPES

<input type="checkbox"/> Name Directory- NMDIR
<input type="checkbox"/> After Hours Information Box – AFTHR

FUNCTIONALITY

- 1) If other telephone numbers forward or roll to this line, please list them here:

- 2) **Exit Out Feature:** If you would like callers to be able to press "0" to exit your voicemail and be transferred to another telephone number, please indicate that number here (this number should NOT have voice mail):

- 3) **Forwarding calls to Mailbox:** Calls will be forwarded to voice mail when your line is busy or not answered after 3 rings unless you specify otherwise here:

- 4) **If this a Digital or ISDN Line,** do you have set buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable? *(These buttons may be labeled CFB, CFDA, CFV.)*

<input type="checkbox"/> Yes	<input type="checkbox"/> Not a digital or ISDN line
<input type="checkbox"/> No	
- 5) **Mailing Address for Training Materials:**
(If your agency is in Baton Rouge and has a Messenger Mail address, please use that address):

☐ OTM mailed training materials

APPROVAL

All requests must have the Agency Telecommunications Coordinator or OTM Project Manager signature.

_____ TC signature	_____ date	_____ phone number
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For OTM use only

Cat Code (1) _____	ECAS CFB to: _____	Entered in Database: _____
Cat Code (2) _____	ECAS CFDA to: _____	Date: _____
Cat Code (3) _____	No. of Rings: _____	OTM Project Code: _____
Message Waiting _____	Exit out to: _____	

Instructions for Voice Messaging Order Form (OTM-7) (Revised 2/03)

Subscriber Information

- Subscriber's Phone Number** Ten-digit telephone number.
- Mailbox Number** To be assigned by OTM.
- User Name** Printed name of mailbox subscriber. Print last name then first name.
- Site Contact** Printed name of the person to be contacted regarding the order and to coordinate training. The contact should be someone located at the site where services are being provided. Print last name then first name.
- Agency** Agency where the voice messaging service will be located.
- Billing Account Unit** OTM billing account unit/cost center to be charged for the service.
- Contact's Phone #** The ten-digit telephone number of the agency site contact.
- Mailbox Type and Features** Mark the mailbox type and the features desired in addition to the basic mailbox with an "X".

A detailed description of the options is found in the OTM *Catalog of Services* Voice Messaging Services section. For assistance contact the OTM Voice Processing Section at 225-342-7857.
- Basic Mailbox** Mark **one** of the mailbox types listed.
- Transfer Mailbox** If ordering a transfer mailbox, enter the mailbox number where the messages for the subscriber's telephone number will be deposited.
- Extra Cost Optional Features** If needed, mark one or more of the features listed. If no optional features are being ordered, go to Functionality Section.
- Other Mailbox Types** Mark other mailbox type if needed.

Functionality

- 1) List any seven-digit telephone numbers that are programmed to roll or forward to the subscriber's telephone number when they are busy or not answered.
- 2) If the Exit Out option is to be activated, write the ten-digit telephone number where callers will be transferred when they press "0."

Write "NA" if the Exit Out option is **not** to be activated.

- 3) Leave blank if calls will be forwarded to voice mail when the subscriber's line is busy or isn't answered after three rings. This is the default option. Otherwise:

State that calls will roll to another number before going to voice mail and provide the seven-digit telephone number that will receive the calls; or

State that calls will forward to voice mail only when the Call Forward Variable (72/73) feature is activated. Using the Call Forward Variable (CFV) feature means that voice mail will not answer until the CFV (72/73) feature is activated.

- 4) Mark "Yes" if the subscriber's phone is a digital or ISDN line and has programmable buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable. OTM will provide the necessary codes to program these buttons.

Mark "No" if the subscriber's phone is a digital or ISDN line and does not have programmable buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable. OTM will program the call forward busy/don't answer features according to instructions under Question 3.

Mark "Not a digital or ISDN line" if the subscriber's phone is not a digital or ISDN line.

- 5) Complete mailing address where training materials are to be sent. In the Baton Rouge area, use the messenger mail address if applicable.

OTM Mailed Training Materials Leave blank

Approval All requests must have the agency telecommunications coordinator's signature.

TC Signature Signature of telecommunications coordinator.

Date Date when signature was obtained.

Phone Number Telephone number of telecommunications coordinator.

For OTM Use Only OTM to complete.

Upon approval, fax request to the OTM Voice Processing Group at 225-342-7965.